

Coordination for Success

In this presentation, you will learn how to use the entire treatment team of your consumer to your advantage in order to help them to return to work and keep their jobs.

Who are we?

- Diane Beaver and Kevin Hansen are Program Managers of Vocational Services at Cornerstone Montgomery, based in Montgomery County, Maryland.
- Along with a Program Director and one other Program Manager, we manage an Evidence Based Practice (EBP) Supported Employment Program of more than 45 staff and over 700 clients.
- Our Program follows a Fidelity Scale of requirements for practices that have been based in research.
- Our program is a vendor for DORS that allows for resources and financial support for our program to support individual with serious and persistent mental illness in entering the workforce.

Per our EBP model we supports clients by:

- Obtaining competitive employment only.
- Job searching starts immediately after coming into program.
- Client preferences are strictly honored.
- Providing benefits counseling.
- Offering zero exclusion.
- Providing ongoing follow along supports at the clients desire.
- Staff job develop in the community based strictly on client interest.
- **Coordination!** Vocational supports are integrated in the client's mental health treatment. Vocational staff coordinate supports and interventions with the entire ***treatment team*** to best support their consumer in finding/maintaining employment and meeting their goals of development and independence.

Who is the Treatment Team?

- DORS Counselor
- Supported employment Specialist
- Benefits Counselor
- Family (natural supports)
- Residential Counselors (Group home counselors)
- Rehabilitation Coordinators/Counselors, Case Management staff, Supported Living counselors.
- Therapist.
- Prescriber (psychiatric MD, NP)
- Physician/PCP/Primary Care
- Other direct service supports: Day Programs, Physical Health Outreach staff (Health Homes)

Why work with the treatment team?

Coordination allows for all of the clients supports to assist the individual with whatever she/he may need in order to find or keep a job.

- Managing a schedule conducive of employment that allows for other engagements and needs.
- Managing a medication schedule regimen that fits with the work schedule and considers timing of potential for symptoms and side effects.
- Helps to dispel myths associated with losing benefits.
- Avoids duplication of services and allows for supports to be best provided in a designated and efficient manor.

Why work with the treatment team?

Coordination allows for all of the client's supports to assist them with whatever she/he may need in order to find or keep a job.

- Medication needs/changes.
- Coping skills.
- Resources – transportation, housing, clothing, food, etc.
- Development of communication/social skills.
- Understanding of societal/professional norms.

Meet Mary!

- Mary came into Cornerstone Montgomery as a Residential and Clinic client after being referred to us from an outside agency in 2015.
 - *Mary is 36 years old.*
 - *Mary receives SSDI benefits, food stamps, Medicaid and Medicare.*
 - *Mary agreed to participate in the residential program and medication monitoring.*
- Mary had little to no effective coping skills and stressed a need to learn these skills.
- Mary previously struggled with stable housing, describing it as “rocky.”
- Mary was involved in an unhealthy relationship at the time of intake.
- Mary started to partake in the DBT program by attending the group modules and receiving individual therapy from a DBT specialist.
- Mary moved to the “general” level DBT residential program of the agency.

Meet Mary!

- After completing the application for vocational services, Mary joined the Supported Employment Program of Cornerstone Montgomery and opened a DORS Case with DORS Counselor.
- Mary started meeting with vocational staff and applying for job jobs a Counselor/Caregiver.
- The Supported Employment Specialist met with the team in person weekly and coordinated supports through phone and email.
- Staff maintained concerns of Mary “splitting” and staff adding to the staff’s need to coordinate supports.
- Mary would additionally challenge her Supported Employment Specialist by questioning her qualifications.
 - Staff were able to work together to best plan for supports for Mary and were also able to support each other through the more challenging endeavors.

Coordination for Mary

- Mary followed a strict medication regimen and vocational staff coordinated weekly with her prescriber and therapist about medication needs and clinic staff offered recommendations to the vocational counselor as to potential positions and a schedule that consider Mary's medication regimen.
- Vocational staff additionally coordinated with Mary's therapist about coping skills and the development of social skills and emotion regulation through the DBT program.
- Mary's therapist was able to cater the development of skills based on Mary's field of interest and specifics about the positions for which she was applying.

Coordination for Mary

- Mary's vocational staff would coordinate with the DORS Counselor and provide information about what they were working on the job application process. Mary's DORS Counselor would provide recommendations for staff.
- The vocational staff would provide relevant information on potential needs that could be provided through additional DORS supports, such as needed interview clothes or additional health needs.

Coordination for Mary

- Mary's vocational staff also met weekly with Mary's Residential Counselor (or RC) who additionally assisted Mary with her development of social skills through daily meetings and continued in person meetings.
- Mary is additionally in a the agency's Health Homes programs and meets with a certified nurse to assist her with physical health needs and goals.
 - Mary receives this support to assist her with her fibromyalgia and diabetes.
 - Health Homes staff additionally partake in the coordinative supports for Mary.
- Mary acquired a position as Caregiver for Sunrise Senior Living and started on October 1, 2019.

Activity 1 - Example

Consumer - Steven receives SSDI and mentioned that he wants to work in a kitchen “doing anything” as he has an ultimate goal of becoming a chef and working in star-rated restaurant in Las Vegas like his uncle. Steven wants to get experience working in a kitchen and feels that a kitchen job would be a good “foot in the door” for his ultimate career goals.

Steven just told his vocational staff person that he no longer wants to work, but only because his friends and family told him that he will lose his benefits.

A) Supported Employment Specialist

B) Parent

C) Observers

Activity 2

Consumer – Sarah just started working as a Merchandising Associate at a local department store and despite having concerns about acclimating to a new work environment, she really likes her job so far. However, Sarah has struggled to get to work on time as she relies on public transportation and she has to take the earliest bus of the day, and they are not always on time. Sarah mentioned to her vocational staff that she is stressed about getting to work late and that her supervisors seem to now be noticing that she is late.

A) Supported Employment Specialist

B) Rehabilitation Coordinator / Case Manager

C) Observers

Activity 3

Consumer – Michael was just offered his desired job as a Busser at his favorite Italian restaurant and knows he will be working two 8-hour days, for two days per week and paid the Montgomery County minimum wage of \$12.50/hr. Michael experiences physical pain in his feet and believes he might have to turn down this job because as he doesn't have the special work shoes that he knows would be required for him to be able to work to do this position.

Michael just called his vocational staff person and said that he doesn't think he can do the job and that his feet keep bothering him.

A) Supported Employment Specialist

B) DORS Counselor

C) Observers

Activity 4

Consumer – Liz has an interest in working in retail customer service with her main goal to be working in a clothing store. Liz understands that she presents very well and can be very friendly in conversation. Liz is a part of a DBT program and for her individual therapy, sees a therapist affiliated with the same DBT program. Liz has mentioned to staff on multiple occasions that her emotions can “take over” and that she just yells at people and doesn’t always remember what she says. Liz continues to mention that she is worried about losing her job since she has lost all of her jobs in the past from, “flipping out on people” and has never kept a job for more than a month.

A) Supported Employment Specialist

B) Therapist

C) Rehabilitation Coordinator

NOTE: Consumer available to be present at meetings :)